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ABSTRACT

This Utah State Library Division Five Year Plan for the Library Services and Technology Act (LSTA) sets forth the principles, Division mission statement, needs, goals, evaluation plan, and programs for administering Utah's LSTA program from 2003-2007. Targets, programs and activities, and a schedule are presented for the following goals: (1) enable Utah's libraries to maintain an up-to-date and robust technology infrastructure; (2) meet the need of Utah's library staff and public library trustees for ongoing training; (3) support the acquisition, development, and use of Internet-based full text/full image electronic content for Utah libraries and their users; (4) develop and support resource-sharing programs to encourage and enable Utah's libraries to make their collections accessible to all Utah residents; (5) serve targeted populations in Utah that require customized assistance in accessing library and information services by assisting Utah's libraries to acquire special equipment, hardware and/or software, to build collections in customized formats or in languages other than English, or to offer customized training opportunities, in-house or outreach programs; and (6) support statewide planning, evaluation, and library development projects to enable the State Library Division and the Utah library community to effectively utilize LSTA funding to meet current and future challenges. It defines stakeholders and their roles and the communication and monitoring procedures that will assure the involvement of the library community and library users in the implementation of the LSTA program in Utah. (MES)

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UTAH STATE LIBRARY DIVISION

LIBRARY SERVICES AND TECHNOLOGY ACT

FIVE-YEAR PLAN, 2003-2007

Submitted to the Institute of Museum and Library Services
July 2002

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INTRODUCTION

This Five Year Plan for the Library Services and Technology Act (LSTA) sets forth the principles, Division mission statement, needs, goals, evaluation plan and programs for administering Utah's LSTA program from 2003-2007. It defines stakeholders and their roles, and the communication and monitoring procedures that will assure the involvement of the library community and library users in the implementation of the LSTA program in Utah. The State Library Division has developed this plan under the authority of the Utah State Library Board with the assistance of the LSTA Advisory Council. It was approved by the State Library Board in July, 2002 and submitted to the Director of the Institute of Museum and Library Services (IMLS) in compliance with federal requirements.

In administering the plan, the State Library Board, LSTA Advisory Council, and the State Library Division will be guided by the following principles:

- The Utah State Library Division will use LSTA funds to support libraries in delivering technology-based information services to Utah residents and to promote equity in access to basic library services across the state for those having difficulty accessing library services, including individuals with disabilities.

- Basic library service is the responsibility of Utah's local governments, school districts, institutions of higher education, and other similar sponsoring institutions and agencies. LSTA funds cannot substitute for adequate sustained financial support from these sources. Instead, LSTA grants provide incentives for increased local government, school district, or institutional financial support for library service. Grants should not supplant local initiative and should not be used to support ongoing operations.

- LSTA grants will be directed toward the goals set forth in this plan. All goals have an equal priority; however, the LSTA Advisory Council and State Library Board will take into consideration other opportunities available within the state from both public and private sources for funding for library services in making funding allocations and grant decisions.

- LSTA funds are intended to improve overall equity and encourage reciprocity among libraries in both the benefits they receive and the contributions they make within the broader pattern of library service within Utah.

- Some LSTA funds will be reserved for statewide services. However, the State Library Division acknowledges the strategic importance of both competitive and noncompetitive grants in stimulating the development of library services in Utah, and is committed to a strong grants program.

UTAH STATE LIBRARY DIVISION

MISSION STATEMENT

The mission/purpose of the Utah State Library Division is to strengthen and improve library and information services to the people of Utah in order to enable them to make a living and to make a life.

- We provide all Utahns with qualifying visual or physical disabilities access to quality library services and the special format materials they need in order to enjoy recreational reading, to engage in lifelong learning and to improve their economic self-sufficiency.

- We provide services and training to library service providers, public library board members, and elected officials, offer resources, services, and grants to libraries; and facilitate library participation in consortia and other cooperative bodies in order to strengthen the capacity of Utah's libraries to deliver quality library service.

- We provide access to Utah government information in both print and electronic formats for citizens, state employees, and elected officials in order to contribute to effective and efficient government and an informed citizenry.

Utah LSTA Five-Year Plan, 2003-2007
NEEDS ASSESSMENT

The Needs Assessment employed methodologies and drew upon sources designed to provide high quality and relevant information from constituent library communities and the State Library Division staff at a moderate cost in time and resources. They include:

- Focus Group Interviews—face-to-face (April/May, 2001, eighteen held with public and academic librarians statewide)
- Questionnaire survey—mail (Fall, 2001, academic, school, and public librarians, and library board members statewide)
- Questionnaire survey—e-mail (Fall, 2001, staff members of public libraries with service populations of 30,000 or less)
- Interviews—face-to-face, and telephone (Summer/Fall, 2001, librarians receiving Spanish-language grants)
- Knowledge and judgment of State Library Division staff garnered throughout the process

Need 1: Information Technology (IT) Infrastructure:	**Solution (s)**	**Potential Benefits of the Solution (s)**	**Consistent with Division Mission/ Role?**	**Consistent with Which LSTA Purposes?**
Librarians report that the existing IT infrastructure of their libraries is inadequate to the high patron demand now placed upon it: lines for Internet workstations are too long; allotted times are too short; computers are too slow. IT support for increasingly complex systems and equipment—particularly for the smaller libraries—is often inadequate. More workstations, enhanced library systems, increased line speeds, and more reliable and accessible IT support are greatly needed.	Addressed in Goals I, II and VI. The State Library Division will offer a competitive grants program for libraries to build their information technology infrastructure, and will offer varied opportunities for technology training. The Division will also provide training opportunities and lead a planning initiative to address the needs of public libraries for local technical support.	Librarians will be able to extend the information capacity of their libraries by: 1) acquiring more Internet workstations; 2) acquiring state-of-the art library systems; 3) increasing data line speeds; 4) receiving guidance on approaches and strategies to establish more reliable local IT support; and 5) obtaining technology training. Library patrons will benefit directly.	Supports the State Library Division's mission of providing resources, services, and grants to libraries in order to strengthen their capacity to deliver quality library service.	1. "establishing or enhancing electronic linkages among or between libraries;" and 5. "paying costs for libraries to acquire or share computer systems and telecommunications technologies..."

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Need 2: Information Content, Accessibility, and Resource Sharing	Solution (s)	Potential Benefits of the Solution (s)	Consistent with Division Mission/ Role?	Consistent with Which LSTA Purposes?
Librarians statewide report that library patrons are seeking high quality information resources over the Internet and require the means to identify, locate, and physically acquire them. Librarians place a priority on this research function of the Internet. They feel that an increased capacity to share library information resources among Utah libraries would enhance services to their patrons.	Addressed in Goals I, III, and IV. The State Library Division will license databases accessible through *Public PIONEER* and will support the development of digitized resources through a competitive grants program for digitizing unique Utah-related library resources to be identified and accessed over the Internet. The Division will fund technology infrastructure and will support resource-sharing through grants to lending libraries, grants to libraries that build the OCLC Union Catalog, and competitive grants to libraries wanting to establish web-based catalogs. It will coordinate small library participation in a cataloging demonstration project, and will lead a formal planning process to establish the feasibility of a statewide virtual union catalog, implementing the policy direction indicated by this process.	Patrons will be able to access selected priority databases through *Public PIONEER*. Grants for digitization will encourage libraries to make additional unique information resources available to the world over the Internet. Larger libraries will be encouraged and supported in lending materials to smaller libraries for the direct benefit of library patrons statewide. Long-term policy directions for bibliographic access to library materials will be established through the virtual union catalog feasibility study, and supported through the small library cataloging demonstration project.	Supports the State Library Division's mission of providing resources (commercial databases and digitized Utah-related information), services, and grants (to support resource-sharing) to libraries to facilitate their participation in consortia and other cooperative bodies in order to strengthen their capacity to deliver quality library service.	2. "... electronically linking libraries with educational, social, or information services;" and 3. " assisting libraries in accessing information through electronic networks;" and 4. "encouraging libraries in different areas, and encouraging different types of libraries, to establish consortia and share resources;"

Need 3: Services	Solution (s)	Potential Benefits of the Solution (s)	Consistent with Division Mission/ Role?	Consistent with Which LSTA Purposes?
Librarians throughout Utah need training, assistance, and resources to deliver library services to special needs patrons, and to minority, non-English speaking, and other underserved populations.	Addressed in Goals V and VI: The State Library Division's Library for the Blind will continue to offer a diversity of direct services to qualifying individuals. The Division will offer a competitive grants program for customized projects that provide library resources for patrons with visual or learning disabilities, those institutionalized, those with limited literacy, or those not speaking English as a primary language, and other specialized populations. The Division will sponsor a planning initiative directed at helping libraries do a more effective job of providing library services to the Spanish-speaking.	Blind and visually impaired patrons will receive direct library services. Librarians will be sensitized to the library needs of specialized populations (specifically, the Spanish-speaking). They will receive guidance in approaches to outreach, to materials selection and acquisition, to program planning and evaluation, and grants will be available to fund well-conceived programs that cannot otherwise be implemented. Library patrons from special needs populations will benefit directly.	Supports the State Library Division's mission of providing all Utahns who qualify with quality library services and special format materials, as well as providing resources, services, and grants to libraries to strengthen their capacity to deliver quality library services (to specialized populations).	6. "targeting library and information services to persons having difficulty using a library, and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and reviesed annually in accordance with section 9902(2) of the Community Services Block Grant Act (title 42)) applicable to a family of the size involved."

Need 4: Training and the Application of the LSTA Grant Program	Solution (s)	Potential Benefits of the Solution (s)	Consistent with Division Mission/ Role?	Consistent with Which LSTA Purposes?
The continuing education needs of Utah's library service providers—particularly those in smaller public libraries—are great. Ever evolving technologies, coupled with staff turnover, create a constant demand. The management and use of computer technology topped the diverse list of training topics needed by librarians statewide. Recurring training in the use of *Public PIONEER* is needed for both library staff and patrons. Librarians ask for regional (or onsite) training, or training modules online. Librarians in smaller public libraries need help with the LSTA grant process, which they find to be complicated and time-consuming. Those in the school library community find that the administration of LSTA grants does not meet the needs, or support the goals of school library media centers.	Addressed in Goals II, III, and VI: The State Library Division will continue to sponsor UPLIFT Certification Training and will extend and diversify other education and training offerings within UPLIFT to meet the expressed needs (both in content, methodology, and geographic location) of librarians and board members. Content priorities in this training will include the management and use of computer technology, and the use of information resources found in the *Public PIONEER* website. The State Library Division will develop and implement training in the LSTA grants process to address the needs of rural librarians. It will organize and implement a planning initiative aimed at defining a realistic and productive role for LSTA funding in the school library community	Library service providers, board members, and patrons, will have increased knowledge of, and competence in, their roles and of library service generally. They will develop an increased capacity to maintain and use effectively the information technology infrastructure and content resources of their libraries. Librarians will have greater understanding of LSTA and the grant process, which will increase their success in applying for grants, and will extend and broaden the distribution of LSTA dollars among Utah's libraries.	Supports the State Library Division's mission of providing resources, services (training), and grants (including an increased capacity to compete for grants) to libraries to strengthen their capacity to deliver quality library service.	6. "targeting library and information services to persons having difficulty using a library, and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and budget and revised annually in accordance with section 9902(2) of the Community Services Block Grant Act (title 42) applicable to a family of the size involved."

UTAH'S LSTA GOALS

This section of the plan sets forth Utah's LSTA goals for the period 2003-2007. Included in each goal's table is a statement of the goal, its evaluation plan, programs and activities, and a schedule. These goals relate directly to the purposes of LSTA as specified in federal legislation and are supported by the needs assessment outlined above. In administering the plan, the State Library Division will spend at least 96% of the total amount of funds received for the purposes of LSTA. Administrative expenses, not to exceed 4%, will be allocated to meeting expenses for the LSTA Advisory Council, travel expenses (either in-state or out-of-state) associated with the administration of LSTA, and staff salaries for time spent on LSTA administration.

The plan proposes two broad approaches to achieving its goals: statewide services and grants. Statewide services support two types of activities: (1) activities benefiting all or most of Utah's libraries directly or indirectly (examples include the PIONEER: Utah's Online Library, Goal III, and continuing education, Goal II; (2) activities benefiting a group of users with special library needs – for example see one regional library service to the blind and visually impaired in Goal V. The second broad approach, grants, makes available LSTA funds for individual or cooperative library projects meeting the purposes of the Goal and the requirements specified annually in the LSTA Handbook. Eligibility requirements are described in the box below.

Type of Library	Eligibility Requirements
Public Libraries	City and county libraries: Must be fully or provisionally certified under the UPGRADE Standards by the State Library Division. Public institutional libraries: Must receive 50% or more of its operating funds from the sponsoring institution, have an organized collection, a materials budget, provide service to the institution's client population, and employ a librarian who has an MLS degree or has completed the UPLIFT Certification Training program.
Academic Libraries	Must be a Utah member of the Utah Academic Library Consortium, provide public access to its collection, and participate in interlibrary loan resource sharing services to libraries in Utah
Research and/or Private Libraries	Must be certified as eligible by the State Library Board based on the requirement that the library must make publicly available library services and materials suitable for scholarly research not otherwise available to the public, and that the library is not an integral part of an institution of higher education.
Public Elementary and Secondary School Libraries	Must provide an accessible and organized collection, have an approved, district or building-level collection development policy and an ongoing line-item budget for library materials. Additionally, school library personnel must be assigned responsibility for library media programs. If neither the school library personnel nor the district supervisor holds library media certification, a certificated library media teacher within the district must oversee the preparation and implementation of any grant. A single proposal submitted through the school district office may represent the request from one school, a multi-district consortium, many school library media centers, or multi-type libraries, i.e., school and public and/or academic libraries, working together.

Grant Process

On an annual basis, the State Library Board will review the anticipated funding for LSTA, anticipated needs for continuing statewide services, and recommendations from the Advisory Council and State Library staff. They will approve an overall amount to be reserved for the continuing statewide services as shown in this plan and allocate remaining funds to the LSTA Competitive and Non-competitive grant programs. The competitive grant program will include Mini, Regular, and Major grants as defined annually in the LSTA Program Handbook. The announcement of each round of grants will be contingent upon the amount and timing of federal appropriations. Staff will prepare an annual grants calendar, application forms, and an annual Utah LSTA Program Handbook, which will include such items as the following:

- A description of the general requirements for all LSTA grants, requirements specific to grants under selected LSTA goals, a definition of and local matching requirements for Mini, Regular, and Major grants, and other administrative requirements;
- A description of the general procedures to be followed by the State Library staff, LSTA Advisory Council and the State Library Board in administering the grants program; and
- Procedures for contracts, payments, grant administration, and audit requirements.

Goal I: TECHNOLOGY INFRASTRUCTURE

Goal I: Enable Utah's libraries to maintain an up-to-date and robust technology infrastructure in order to assure that Utahns can access networked information efficiently and effectively through their libraries.

Goal Targets	Programs and Activities	Schedule
Output Target: 25% increase in the number of Internet workstations per capita in public libraries from 2003-2007. Output Target: 100% increase in the number of web-accessible catalogs from 2003-2007. Output Target: Documented and sustained growth in statewide pattern of library systems functionality and statewide pattern of library connectivity speed from 2003-2007. Outcome Target: One year after receiving a grant for web-based catalog software, 100% of libraries will report that library users are taking advantage of the software to access library services. Outcome Target: 90% of libraries will report an increased ability for users to efficiently and effectively access networked information in 2007 compared to 2003.	The State Library Division, with the assistance of the LSTA Advisory Council, will offer a competitive grants program for library technology infrastructure, including: • Workstations, software and related equipment for Internet access • Telecommunications upgrades • Integrated system upgrades • Web-based catalogs • Basic technology (Internet access, circulation and catalog systems) for newly certified public libraries	Annually, 2003-2007
	The State Library Division will develop grant administrative procedures including: • Information about grant availability • A grants handbook • A grants website • Workshops on how to apply for and administer grants • Audit procedures to meet state and federal requirements	Annually, 2003-2007
	The State Library Division will report LSTA program accomplishments, coordinate the collection of output and outcome evaluation data, and prepare state and federal reports as required.	Annually, 2003-2007

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Goal II: CONTINUING EDUCATION AND TRAINING

GOAL II: Meet the need of Utah's library staff and public library trustees for ongoing training so they may provide dynamic, professional library service.

Goal Targets	Programs and Activities	Schedule
Output Target: UPLIFT will offer public library directors and senior staff at least two Basic Certification courses annually. Outcome Target: 90% of librarians attending UPLIFT Basic Certification training will report that training improved their library management skills.	Utah State Library Division will continue to offer basic certification training for public library directors and senior staff through the Utah Public Library Institute for Training (UPLIFT). Classes will be offered in a developmental sequence regionally. The four core courses required for certification are: • Collection Development • Basic Reference Skills • Library Administration • Cataloging	Annually, 2003-2007
Output Target: Annually, at least two UPLIFT Advanced Certification classes will be offered regionally. Outcome Target: 90% of librarians attending UPLIFT Advanced Certification classes will report that acquiring new knowledge that improved their library management skills.	Utah State Library Division will create curricula for advanced training opportunities for public library directors and senior staff who have completed basic certification training through UPLIFT. Completion of any four advanced courses qualifies the individual for advanced certification. Classes will be offered regionally. Examples include: • Technology/Computers in libraries • Youth Services • Leadership. • Public library responses to Utah's growing ethnic populations • Library Administration II • Collection Development II	Annually, 2003-2007

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Output Target: Annually at least five library boards will attend a trustee orientation, and biennially statewide training will be offered to all public library trustees. Outcome Target: 90% of those library trustees participating in orientations and statewide biennial training will report an increase in their knowledge and in their ability to fulfill their public responsibilities as library board members.	The Utah State Library Division will provide orientation and biennial training for the trustees of public libraries. The Library Development staff will teach basic orientation at local public libraries upon request. Basic orientation includes: • Roles and responsibilities of trustees • Library policies and procedures • Funding and budget issues • Library laws and the legislative process • Personnel issues including hiring and removing the library director • How to run a meeting Statewide biennial training on other vital library issues such as: • Advocacy for libraries • Planning for libraries • Government and the library • Friends and foundations	Annually, 2003-2007

Output Target: Offer at least five customized training events for the full library community each year.
 	
Outcome Target: 90 % of librarians participating in customized training events will report an improvement in their professional library skills.
	The Utah State Library Division will provide Utah's librarians (academic, public, school and special) with the means to satisfy their ongoing need for information on a myriad of topics. Programs will include:
	• Special institutes on vital library issues including technology, marketing, libraries and the law.
	• Teleconferences applicable to statewide library development needs.
	• Exchange/clearinghouse information: the State Library Division will continue to host listservs for specific library groups (IT, Summer Reading, etc.) and links to training offered by other agencies.
	• Mini-workshops taught regionally by members of the State Library staff covering topics suck as writing for librarians, advocacy, technology, and grant writing.
	• Following a planning/policy development process with the LSTA Advisory Council and State Library Board, administer a micro-grant program to support continuing education opportunities that may include:
	  ○ Grants to libraries, library-related organizations and associations so they can ensure quality presenters at conferences and workshops and can extend training to a broader audience.
	  ○ Grants to individuals for taking graduate level library science coursework and for attending workshops, institutes, professional conferences or other training events that strengthen library skills, and enable them to provide better service to library clientele.
		Annually, 2003-2007
		
		2003, Planning
		
		2004-2007, Administration

GOAL III: NETWORKED INFORMATION

GOAL III: Support the acquisition, development and use of Internet-based full text/full image electronic content for Utah libraries and their users so that Utahns can use a rich diversity of digital materials from their libraries and homes.

Goal Targets	Programs and Activities	Schedule
Output Target: 200% growth in the number of materials digitized with LSTA funds from 2003-2007. Outcome Target: 200% increase in the number of uses/ accesses of images digitized with LSTA funds from 2003-2007.	The State Library Division, with the assistance of the LSTA Advisory Council, will offer a competitive grants program for digitization of unique Utah-related library resources. Further definition of grant priorities and requirements will follow the conclusion of a digitization planning initiative.	Annually, 2003-2007
	The State Library Division will develop grant administrative procedures including: • Information about grant availability; • A grants handbook; • A grants website; • Workshops on how to apply for and administer grants; • Audit procedures to meet state and federal requirements.	Annually, 2003-2007
	The State Library Division will report LSTA program accomplishments, coordinate data collection for the evaluation plan, and prepare state and federal reports as required.	Annually, 2003-2007

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Output Target: Annually, 50% of public libraries are provided *PIONEER* training; 25% of state agencies are provided *PIONEER* training. Outcome Target: 50% increase in the number of *Public PIONEER* database searches from 2003-2007.	The State Library Division will sponsor statewide services for *PIONEER* database development. Services will include: • Representation for public libraries and state agencies in the multitype *PIONEER* consortium • Development and maintenance of the *Public PIONEER* website • Funding for public library participation in *PIONEER* database licensing agreements • Funding/coordination for public libraries in the public awareness activities developed by the *PIONEER* consortium • Development of and support for remote patron access and authentication • Provision of *PIONEER* training for public libraries and state agencies • Provision of specialized training on software and techniques for assisting visually impaired users • Diagnostic assistance to public libraries experiencing difficulty in using *PIONEER* products • Facilitation of information exchange among local library technical support personnel	2003-2007
Outcome Target: 50% increase in the number of *Public PIONEER* website visits from 2003-2007.	The State Library Division will report *PIONEER* accomplishments, coordinate data collection for the evaluation plan, and prepare state and federal reports as required.	2003-2007

Goal IV: RESOURCE SHARING

Goal IV: Develop and support resource-sharing programs to encourage and enable Utah's libraries to make their collections accessible to all Utah residents.		
Goal Targets	**Programs and Activities**	**Schedule**
Output Target: Assuming adoption of a statewide virtual catalog program, 60% of libraries with web-based catalogs will be searchable through statewide virtual catalog by 2007 Outcome Target: Materials loaned from Utah libraries to other Utah libraries (interlibrary loan) will increase 33% from 2003 to 2007.	The State Library Division will offer financial support to Utah libraries lending material to other Utah libraries via interlibrary loan (Lender Support Program) • Provide non-competitive grants to libraries based upon their percentage of in-state lending. • Provide non-competitive grants to help libraries cover OCLC charges through a fixed-tier system of payments to OCLC based upon the libraries' percentage of in-state lending.	Annually, 2003-2007
	The State Library Division will coordinate small library participation in a cataloging demonstration project aimed at equalizing quality and ease of cataloging: • Explore small cataloging technology in small group demonstration projects • Assuming implementation, provide financial support for small library cataloging tools and develop evaluation targets for the project.	2003 - 2004 Annually, 2004 - 2007

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	The State Library Division will initiate a formal planning process to establish the feasibility of implementing a statewide virtual catalog: • Conduct preliminary planning: assess desirability, investigate feasibility, analyze costs and develop implementation plans • Conduct technology demonstrations and trials • Assuming consensus, carry out full Implementation of the statewide virtual catalog project.	2003 2003 – 2005 2005 - 2007
	The State Library Division will fund the membership of Utah libraries in a multistate cooperative (BCR). Annual membership in BCR allows Utah libraries to participate in such services as interlibrary loan, cataloging, training, and discounts on library-related products and databases, and gives Utah libraries a voice in governance of BCR and OCLC.	Annually, 2003 - 2007

Goal V: ENHANCED ACCESS TO LIBRARY SERVICES

Goal V: Serve targeted populations in Utah that require customized assistance in accessing library and information services by assisting Utah's libraries to acquire special equipment, hardware and/or software, to build collections in customized formats or in languages other than English, or to offer customized training opportunities, in-house or outreach programs.

Goal Targets	Programs and Activities	Schedule
Output Target: 100% increase in the number of libraries that have acquired and offer through an LSTA grant customized resources, services, and programs to enable special needs populations to access information within the library. Outcome Target: 95% of the special needs patrons of individual libraries receiving a grant under this goal will report an increased ability to access information in the library.	The State Library Division, with the assistance of the LSTA Advisory Council, will offer a competitive grants program for customized projects, for the following populations: • Individuals with visual or learning disabilities • Individuals who are institutionalized • Individuals whose primary language is not English • Individuals with limited literacy • Other specialized populations (infant, pre-school, home schooled, after school groups, immigrants, ethnic groups, seniors, etc.)	Annually, 2003-2007
Output Target: 10% annual increase in the number of qualifying individuals served. Outcome Target: 95% of patrons surveyed will report satisfaction with the library service received.	The State Library Division's Library for the Blind, Visually and Physically Impaired will support library services to individuals in Utah with qualifying visual and physical disabilities. Specific services will include: • Circulation cassettes, large print, Braille, descriptive video and other special formats • An on-line catalog accessible over the Internet to library patrons • Radio reading service	Annually, 2003-2007

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	• Children's Summer Reading Program • Adaptive technology available at the library • An intensive volunteer program • Annual outreach and public information activities	
	The State Library Division will report LSTA program accomplishments, coordinate data collections, and prepare data collection for the evaluation plan, and prepare state and federal reports as required.	Annually, 2003-2007

Goal VI: PLANNING, EVALUATION & LIBRARY DEVELOPMENT

Goal VI: Support statewide planning, evaluation, and library development projects to enable the State Library Division and the Utah library community to effectively utilize LSTA funding to meet current and future challenges.

Goal Targets	Programs and Activities	Schedule
As a result of Utah's LSTA Five-Year Program Evaluation, each of the planning, evaluation, or library development issues listed below was identified as an area that requires further study and action. The target of Goal VI is to organize a focused, formally defined study process in each area, and to produce appropriate responses defined by the study. Planning Initiatives • Assuring needed local technical support for public libraries • Defining the role of LSTA in helping school libraries • Providing library services to the Spanish-speaking • Others, as they arise Evaluation Initiatives • Establishing indicator data for new LSTA goals • Others, as they arise Library Development Initiatives • State Library Division financial, logistical, and consulting support for the Summer Reading Program • Others, as they arise	The State Library Division, with participation from relevant community leaders and professional organizations, will provide leadership and organizational impetus and support to address outstanding planning, evaluation, and library development issues within the Utah library community. The organizational mechanisms used to achieve the purposes in any given area could include any one or an appropriate combination of programmatic means ranging from consulting with individuals and small groups of librarians, to the organization of representative steering/study committees, to the presentation of a statewide conference, or others.	These planning efforts will take place within the first half of the LSTA Five-Year Plan period, i.e., in 2003 and 2004.

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EVALUATION PLAN

GOAL	OUTPUT/OUTCOME TARGETS
Goal I: Technology Infrastructure	Output Target: 25% increase in the number of Internet workstations per capita in public libraries from 2003-2007. Output Target: 100% increase in the number of web-accessible catalogs from 2003-2007. Output Target: Documented and sustained growth in statewide pattern of library systems functionality and statewide pattern of library connectivity speed from 2003-2007. Outcome Target: One year after receiving a grant for web-based catalog software, 100% of libraries will report that library users are taking advantage of the software to access library services. Outcome Target: 90% of libraries will report an increased ability for users to efficiently and effectively access networked information in 2007 compared to 2003.
Goal II: Continuing Education and Training	Output Target: UPLIFT will offer public library directors and senior staff at least two Basic Certification courses annually. Outcome Target: 90% of Librarians attending UPLIFT Basic Certification training will report that training improved their library management skills. Output Target: Annually, at least two UPLIFT Advanced Certification classes will be offered regionally. Outcome Target: 90% of librarians attending UPLIFT Advanced Certification classes will report that acquiring new knowledge that improved their library management skills. Output Target: Annually at least five library boards will attend a trustee orientation, and biennially statewide training will be offered to all public library trustees.

	Outcome Target: 90% of those library trustees participating in orientations and statewide biennial training will report an increase in their knowledge and in their ability to fulfill their public responsibilities as library board members. Output Target: Offer at least five customized training events for the full library community each year. Outcome Target: 90 % of librarians participating in customized training events will report an improvement in their professional library skills
Goal III: Networked Information	Output Target: 200% growth in the number of materials digitized with LSTA funds from 2003-2007. Outcome Target: 200% increase in the number of uses/ accesses of images digitized with LSTA funds from 2003-2007 Output Target: Annually, 50% of public libraries are provided *PIONEER* training; 25% of state agencies are provided *PIONEER* training. Outcome Target: 50% increase in the # of *Public PIONEER* database searches from 2003-2007. Outcome Target: 50% increase in the # of *Public PIONEER* website visits from 2003-2007.
Goal IV: Resource Sharing	Output Target: Assuming adoption of a statewide virtual catalog program, 60% of libraries with web-based catalogs will be searchable through statewide virtual catalog by 2007. Outcome Target: Materials loaned from Utah libraries to other Utah libraries (interlibrary loan) will increase 33% from 2003 to 2007.
Goal V: Enhanced Access to Library Services	Output Target: 100% increase in the number of libraries that have acquired and offer through an LSTA grant customized resources, services, and programs to enable special needs populations to access information within the library. Outcome Target: One year after receiving a grant for customized services, 100% of libraries will report that users have increased their use of grant-funded resources and services. Output Target: 10% annual increase in the number of qualifying individuals served. Outcome Target: 95% of patrons surveyed will report satisfaction with the library service received.

Goal VI: Planning, Evaluation & Library Development	Output Target: Conclusion of formalized planning initiatives for each of the planning, evaluation and library development issues listed.
Overall LSTA Five-Year Plan	In 2006, the State Library Board, the LSTA Advisory Council and the State Library Division will evaluate what further information might be helpful to fully understand the impact of the second LSTA Five-Year Program. Methodologies similar to those used in the first Five-Year Evaluation (focus groups, general surveys, consultant reviews in selected areas) will be utilized.

STAKEHOLDER INVOLVEMENT PROCEDURES

Stakeholder	Roles/Responsibilities In the Planning and Implementation Process	Timeframe for Involvement
Utah State Library Board This statutory nine-member board is the official policy body for the State Library Division appointed by the Governor. Four members are appointed on recommendation from the following agencies: the State Office of Education, the Board of Control of the State Law Library, the Office of Legislative Research and General Counsel, and the Utah System of Higher Education. Of the remaining five members, two must represent rural areas of the state.	Planning Process: • Advise on needs, policy, and planning issues • Review/discuss drafts of the plan • Final plan approval Implementation: • Appoint the LSTA Advisory Council and approve its role in implementing the plan • Approve any revisions to the plan • Allocate LSTA funds annually among programs and grant categories • Approve eligibility for private/research libraries • Approve all major grants and serve as the appeal body for regular grants • Advise on the evaluation of the 2003 to 2007 Five-Year Plan • Approve the final Five-Year Plan evaluation report in 2007	March-July, 2002 10/1/2002 through 9/30/2007
Utah LSTA Advisory Council The State Library Board has constituted an advisory council for Utah's LSTA program. The 13 member Council includes: 4 library users representing urban areas, rural areas, minority/socioeconomically disadvantaged persons, and disabled persons; 1 public library trustee; 2 public library representatives (large and small), 2 academic library representatives (large and small), 3 school library representatives (state, district, and school), and 1 special	Planning Process: • Represent the interests of the Utah library community and library users • Contribute expertise and judgment to the development of the plan • Review/discuss drafts of the plan • Recommend plan approval to the State Library Board Implementation: • Review/recommend approval of plan revisions to the State Library Board • Advise the State Library staff and Board on policy issues affecting plan implementation • Advise the State Library staff and Board on the development of the annual LSTA Grants Handbook	March-July, 2002 10/1/2002 through 9/30/2007

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library representative.	• Attend all Council meetings, contribute expertise and judgment to the grant review process, and participate with the State Library staff in site visits to applicant libraries. • Review all major and regular grant applications • Recommend approval of major grants to State Library Board • Recommend approval of regular grants to the State Librarian. • Serve as the appeal body for mini grants • Advise on the evaluation of the 2003 to 2007 Five-Year Plan • Recommend approval of the final Five-Year Plan evaluation report to the State Library Board in 2007	
Professional Organizations: • Utah Library Association • Utah Academic Library Consortium • Utah Educational Library Media • Association • Children's Literature Association of Utah • REFORMA de Utah • Utah Health Sciences Library Consortium	Planning Process: • Represent the interests of the Utah library community and library users • Review/discuss drafts of the plan Implementation: • Monitor LSTA-related activities • Communicate issues/concerns to the LSTA Advisory Council & State Library staff.	March-July, 2002 10/1/2002 through 9/30/2007
Governmental Organizations: • Division of Services for the Blind and • Visually Impaired • School for the Deaf and Blind • State Division of History • Utah Education Network • State Board of Education • State Board of Regents	Planning Process: • Represent the interests of the organization with respect to library services • Review/discuss drafts of the plan Implementation: • Monitor LSTA-related activities as needed • Communicate issues/concerns to the LSTA Advisory Council & State Library staff.	March-July, 2002 10/1/2002 through 9/30/2007

Utah Library Community: • Library Directors • Library Staff • Public Library Trustees • Library Users/General Public	Planning Process: • Review/discuss drafts of the plan Implementation: • Monitor LSTA-related activities • Communicate issues/concerns to the LSTA Advisory Council & State Library staff.	March-July, 2002 10/1/2002 through 9/30/2007
Elected/Appointed Officials: • Local • State • National	Implementation: • Receive reports from State Library staff, Board, and LSTA Advisory Council on LSTA-related activities	10/1/2002 through 9/30/2007
State Library Division Staff	Planning Process: • Advise on needs, policy and planning issues • Represent and communicate the interests of libraries • Review/discuss drafts of the plan Implementation: • Monitor LSTA-related activities • Manage LSTA grants and statewide services • Communicate issues/concerns to the LSTA Advisory Council & State Library administration	10/1/2002 through 9/30/2007

COMMUNICATION PROCEDURES

Message	Stakeholders	Channel	Timing	Feedback
Drafts of Five-Year Plan	State Library Board	Print/electronic drafts Meetings	03-07-2002	Review, comments; Final approval
	LSTA Advisory Council	Print/electronic drafts Meetings	03-07-2002	Review/comments; Recommend approval to the State Library Board
	Professional Organizations, Government Agencies, Library Community	LSTA website	03-07-2002	Review/comments
Final Five-Year Plan & Its Implementation	State Library Board	Meetings, USLD Newsletter, Reports, Letters/other communications	July 2002 to 2007	Receive reports, updates and comments; Review policies and issues; Make grant decisions and funding allocations
	LSTA Advisory Council	LSTA Website, Email, USLD Newsletter, Meetings, Reports, Letters/other communications	July 2002 to 2007	Receive reports, updates and comments; Review policies and issues; Review grants & make recommendations
	Professional Organizations, Government Agencies, Library Community	LSTA Website, USLD Newsletter Email	July 2002 to 2007	General knowledge of LSTA plan, programs, services and grant opportunities

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Substantive Plan Revisions	State Library Board	Meetings, USLD Newsletter, Reports	IMLS deadlines	Review/comments; Final approval
	LSTA Advisory Council	LSTA Website, Email, Meetings	IMLS deadlines	Review/comments; Recommend approval to the State Library Board
	Professional Organizations, Government Agencies, Library Community	LSTA Website, Email	IMLS deadlines	Review/comments
Plan Evaluation And Outcomes	All stakeholders	Meetings, Presentations, USLD Newsletter, Reports, LSTA Website	2nd 5-year evaluation	Application of out-comes information in new contexts

MONITORING PROCEDURES

Elements to be Monitored	Participants In Process	How Monitoring will be Accomplished	When/ How Often?	Corrective Actions/ Revisions
Mission Statement	Division Staff, State Library Board	On-going observation and review	In coordination with annual submission of Division strategic plan to parent department.	Revisions approved by State Library Board and reported to IMLS
Needs Assessment, Goals, Programs & Activities, & Grant Procedures	Division Staff, LSTA Advisory Council, State Library Board, Subgrantees	Observation of library conditions Trend review & analysis Consideration of client comments Review of grant activity patterns Findings from pre- & post-grant visits Analysis of pre- & post-grant data Review of final grant evaluation and annual statewide service program reports	Continuous monitoring, supplemented with the annual planning meeting of the LSTA Advisory Council.	Revisions to be reviewed by the LSTA Advisory Council, submitted for approval to the State Library Board, and reported to IMLS.
Evaluation Plan Data & Outcomes	Division Staff, LSTA Advisory Council, State Library Board, Subgrantees	Observation of library conditions Analysis of relevant FSCS data Analysis of data required by the evaluation or needed to obtain a full picture of the LSTA program impact Review of final grant evaluation and annual statewide service program reports	Continuous monitoring supplemented with the annual planning meeting of the LSTA Advisory Council.	Revisions to be reviewed by the LSTA Advisory Council, submitted for approval to the State Library Board, and reported to IMLS.
Financial Data	Division Staff, Subgrantees	Review of final grant evaluation and annual statewide service program reports Review of desk and on-site audits	Annual review	Action by staff as needed to resolve issues with Subgrantees.
Reporting	Division Staff LSTA Advisory Council	Assessment and consolidation of all information noted above	Annual reports, five-year evaluation, and other data submitted to	Action by staff as needed to resolve issues with IMLS.

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	State Library Board		IMLS as requested in a timely manner.	

GLOSSARY

Term	Definition
BCR	The Bibliographical Center for Research (BCR) is a nonprofit, multistate library cooperative providing library and information services to more than 900 voting-member libraries in 39 states and Canada, including libraries in the 12 member states of Alaska, Colorado, Hawaii, Idaho, Iowa, Kansas, Montana, Oregon, Nevada, Utah, Washington and Wyoming.
CLAU	The Children's Literature Association of Utah (CLAU) is a volunteer organization of individuals who have a personal or professional interest in children's literature. Its purposes are: to encourage the reading, study, and writing of children's literature; to provide a forum for all points of view and levels of experience in children's books; and to gather and share information about children's literature.
DIRECTIONS	*DIRECTIONS For Utah Libraries* is the monthly newsletter of the Utah State Library Division.
IMLS	The Institute of Museum and Library Services (IMLS) is an independent Federal agency that fosters leadership, innovation, and a lifetime of learning by supporting the nation's museums and libraries. Created by the Museum and Library Services Act of 1996, P.L. 104-208, IMLS administers the Library Services and Technology Act and the Museum Services Act.
LSTA	The Library Services and Technology Act (LSTA), part of the Museum and Library Services Act, authorizes federal library funding. Funding is administered primarily through formula grants to states for technology and service to the underserved.
LSTA Advisory Council	The thirteen members of the Utah LSTA Advisory Council assist the State Library Division in the distribution and use of federal LSTA funds. See the Stakeholders section for Council membership.
REFORMA de Utah	REFORMA *de Utah* is a chapter of the national REFORMA organization, an affiliate of the American Library Association. The REFORMA *de Utah* chapter helps libraries in the following areas: translation, training, collection development and information about vendors of Spanish language materials, programming, outreach to the Spanish-speaking populations (children, YA, adults), promotional strategies, idea sharing, and recruitment.
OCLC	OCLC is a nonprofit membership organization and global library cooperative serving 41,000 libraries in 82 countries and territories around the world. Its mission is to further access to the world's information and to reduce library costs by offering services for libraries and their users.

PIONEER	*PIONEER, Utah's Online Library: Public PIONEER* is a virtual library created by the State Library Division in cooperation with Utah's public libraries, public and higher education. In addition to the *Public PIONEER* website aimed at all Utah residents, there are two other websites under the PIONEER banner: *Academic PIONEER*, designed to meet the needs of university and college students, and *K-12 Grades PIONEER*, designed for K-12 students and teachers.
UALC	The Utah Academic Library Consortium (UALC) includes all public and private academic libraries in accredited institutions of higher education in Utah and the Utah State Library Division. It fosters cooperation in continually improving the availability and delivery of library and information services to the higher education community, to the State of Utah.
UELMA	The mission of the Utah Educational Library Media Association (UELMA), a professional association, is to provide professional support, leadership and enrichment for school library media educators and associates.
UEN	Utah Education Network (UEN) has as its mission to: provide the citizens of Utah access to the highest quality, most effective instructional experiences, educational administrative support services, and teacher/faculty resources which will assist in achieving improved student learning; more effective communications among learners, teachers, faculty, and parents; and greater efficiency in achieving statewide educational objectives. These services will be delivered, regardless of location or time, through seamless, technology rich, communications networks linking schools, libraries, and homes to world-wide information networks, as well as businesses, and industries.
ULA	The mission of the Utah Library Association (ULA) is to serve the professional development and educational needs of its members and to provide leadership and direction in developing and improving library and information services in the state. ULA supports and provides continuing education programs for Utah librarians and library employees, especially at its annual spring conference. The Association also initiates and supports legislation promoting library development and monitors legislation that might threaten Utah libraries and librarians.
UPLIFT	Utah Public Library Institute for Training (UPLIFT) is the "umbrella" for the State Library Division training programs for the Utah library community. Components of UPLIFT include basic certification training, advanced training, trustee training (UPLIFT-T) and support for a variety of other continuing education and professional development opportunities.
UPLIFT-T	Utah Public Library Institute for Trustee-Training (UPLIFT-T) provides orientation to trustee roles and responsibilities through regularly scheduled programs, publications, and customized research. Provides statewide seminars around key political initiatives of interest to trustees.
USLD	The Utah State Library Division (USLD) is the state agency charged with statewide library development. It operates under the Utah Department of Community and Economic Development and administers the Utah LSTA program.

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